



Aligned Leisure

ACN 608 613 350

Swinburne Centre, Yarra Park, Richmond

PO Box 48 Richmond VIC 3121

alignedleisure.com.au

POSITION DESCRIPTION

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| POSITION TITLE: | Duty Captain |
| EMPLOYER: | Aligned Leisure |
| LOCATION: | Mildura Aquatic Facilities |
| DEPARTMENT: | Aquatics |
| REPORTS TO: | Mildura Waves – Head of Facilities Ouyen, Colignan, Underbool and Murrayville swimming pools – Southern Pool Captain Merbein, Irymple and Red Cliffs swimming pools – Northern Pool Captain |
| DIRECT REPORTS: | All service delivery staff on shift |
| TYPE OF EMPLOYMENT: | Casual |
| KEY RELATIONSHIPS: | Members and guests visiting Mildura Aquatic Facilities |

ABOUT US:

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness, and leisure business activities.

Our programs and services are not about us, they are about our partners and they will always be in total alignment with the needs of the specific community that we are servicing. We deliver best value to our partners by aligning our programs and services with local Municipal Health and Wellbeing Plans that highlight unique key community priorities.

POSITION PURPOSE:

The Duty Captain will manage all facility operations during their rostered shift. They are ultimately responsible for the safety and experience of all customers. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

The Duty Captain will be proactive in providing visible leadership and direction to all staff ensuring that all areas of the facility are operating efficiently and with the highest possible level of service. They will take pride in managing such important community assets and ensure it is presented immaculately and maintained to the highest standards at all times.

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+ Relentless + United

This position will work relentlessly to implement the Aligned Leisure purpose of CONNECTING TO THRIVE AND WIN, values of AWARE, DISCIPLINED, RELENTLESS and UNITED, and associated behaviours throughout the entire team.

KEY RESPONSIBILITIES:

1. Daily operation of the facility

- Conduct regular internal and external facility walkthroughs demonstrating leadership and monitoring cleanliness, presentation, service quality and safety.
- Ensure the highest levels of cleanliness and presentation at all times, especially in areas such as change rooms.
- Troubleshoot plant and equipment.
- Engage approved suppliers to undertake maintenance as required, minimising downtime.
- Detailed and timely reporting of maintenance items to Head of Facilities, Southern or Northern Pool Captain and Council as appropriate.
- Liaise with user groups and service delivery staff to direct and coordinate ensuring the facility is set up for programs as required.
- Staff leadership and supervision across the entire service delivery team.
- Ensure compliance to all shift checklists.
- Coordination of staff rosters, breaks and changes.
- Educate all staff on the shifts activities to ensure they are prepared to deliver the best possible service.
- Support staff to maximise sales opportunities for all programs and memberships.
- Assist staff to minimise wait times, especially at the front desk and on the phones.
- Ensure the facility opens on time and programs start on time.
- Transition facility management to the next Duty Captain or ready for the following day.
- Ensure all reports, checklists and procedures are completed and signed off.

2. Health and safety of all staff and customers

- Maintain an understanding of all relevant aspects of the Occupational Health and Safety and Environmental Management Systems.
- Implement and monitor compliance to policies and procedures.
- Implement and document hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Ensure health and safety is discussed with all staff, on every shift.
- Oversee the evacuation the facility in accordance with procedures as required.
- Act as Chief Warden for the facility.
- Investigate all incidents and implement actions to prevent reoccurrence, maintaining written records.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to staff relevant to their roles and responsibilities.
- Facilitate and monitor rehabilitation of injured workers as per their return to work plan.
- Ensure all employees and contractors are inducted and receive regular training as required.

3. Customer complaint and dispute resolution

- Authority to solve customer issues on the spot, without the need to seek approval from a member of the leadership team.

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- Ensure all complaints are followed up in a timely manner.
- Actively seek customer feedback on service levels.

4. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

The Duty Captain may from time to time be required to undertake other tasks as directed by the Mildura Leisure Manager, Head of Facilities, Southern and Northern Pool Captains.

Undertaking a Duty Captain shift may be a part of another role within the Mildura Aquatic Facilities. If so, the employees focus during such shift must be on delivering the requirements of this position description.

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

- First Aid and CPR Certificate.
- Current Pool Lifeguard Award.
- Working with Children Check.
- Pool Operation Certificate.
- Previous experience in customer service.

PERSONAL ATTRIBUTES:

- High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
- Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
- Disciplined to manage the varied components to this role.
- Fiercely relentless when it comes to exceeding targets and plans.
- Focused on the customer experience.
- The ability to provide coaching and mentoring to staff
- Conflict resolution skills.
- The ability to delegate, empower and engage staff.
- Unquestionable ethics, integrity, values and behaviours.
- A commitment to professionalism and accountability.

APPROVED: SHANE DUNNE

Chief Executive Officer, Aligned Leisure

19 August 2018

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